

SETTING UP REMOTE ACCESS FOR Q-SEE DVR SYSTEMS

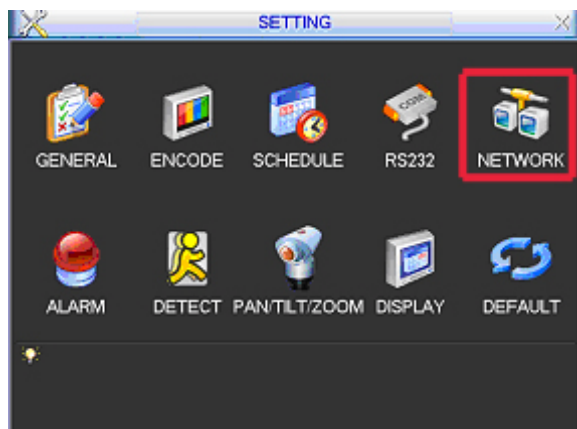
MODEL NUMBER: QC40198

Accessing the DVR from a Computer Attached to the Same Router:

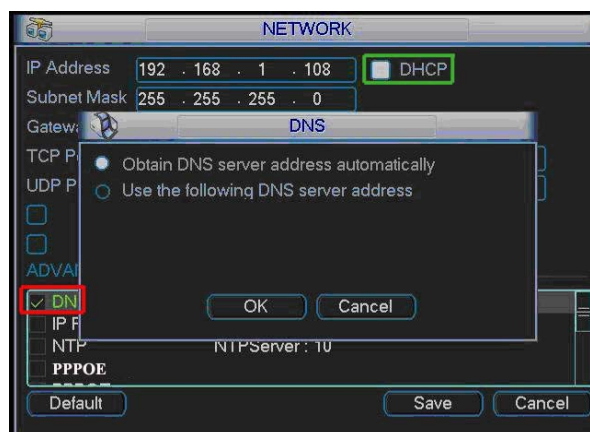
If you are only going to access the DVR from a computer that is attached to the same router as the DVR you only need to setup the information in the NETWORK settings using either the DHCP option or assigning a static IP following the instructions below. Since you are just going from one location to another on the same network port forwarding and knowing the public IP address are not necessary. You would just access the DVR by entering the IP address of the DVR from the NETWORK setup into the Internet Explorer browser window. After you setup the NETWORK settings using DHCP or Static IP instructions, refer to the section in this document entitled “**Accessing the DVR through Internet Explorer**”.

There are 4 ways you can setup the DVR to be accessed remotely; DHCP, Static IP, PPPOE, and DDNS.

DHCP: If your router is setup for DHCP, and most of them are by default, you can have the router assign an IP address to the DVR. To do this go to the setting option in the Main Menu and select the Network icon (Red square in Picture 1), this will display the NETWORK screen shown in Picture 2. Select the DHCP option box (Green box in Picture 2) and then double click on the DNS option in the Advanced section (Red box in Picture 2) which will display the DNS option box shown in Picture 2. Select the option to find address automatically as shown in Picture 2 then click on OK and restart the DVR so the router can find it and assign it an IP address.



Picture 1

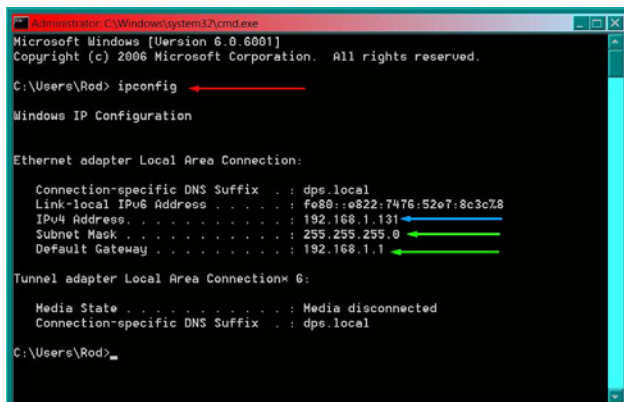


Picture 2

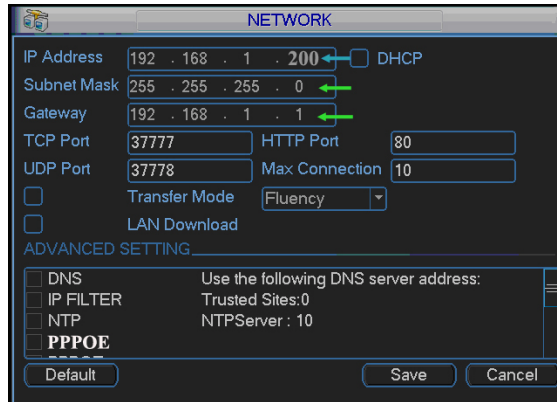
Static IP: You will need to setup the network settings on the DVR to match the settings of the router that you attach the DVR to. To get the router settings you would go to the run option on a computer attached to the same router as the DVR and type cmd and hit OK to bring up a command prompt (Picture 3), then type ipconfig at the prompt (RED arrow on Picture 3) to access the router settings. Write down the gateway and subnet mask numbers (GREEN arrows on (Picture 3) so you can copy them into the network settings on the DVR (GREEN boxes on Picture 4). Go to the Setting option in the Main Menu and select the Network icon (Red square in Picture 1), to get to the NETWORK screen shown in Picture 4.

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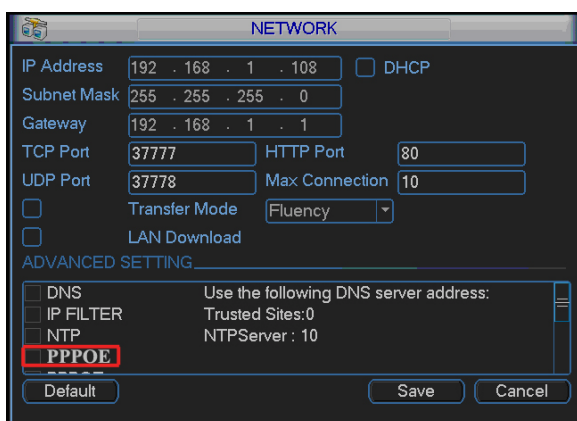
Picture 3



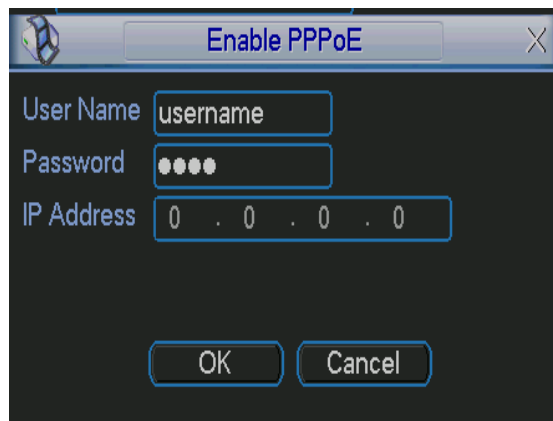
Picture 4

For the DVRs IP address you would enter the same first 3 sets of numbers as the gateway and select a fourth set of numbers that is different then any other device attached to the same router. If the IP address of your computer in the ipconfig (BLUE arrow in Picture 3) was a single or two digit number you should be ok with any three digit number, if the computer IP address ends with a number in the 100s then you should go with a 200 number (BLUE box in Picture 4).

PPPOE: If you are going to attach the DVR directly to a DSL or Cable modem instead of a router you will need to select the PPPOE option in the NETWORK options. To do this go to the setting option in the Main Menu and select the Network icon (Red square in Picture 1), this will display the NETWORK screen shown in Picture 5. Double click on the PPPOE option box (Red box in Picture 5) which will display the box in Picture 6. You will need to contact your internet service provider to get the User name and Password you need to enter into the spaces in the PPPOE info box.



Picture 5



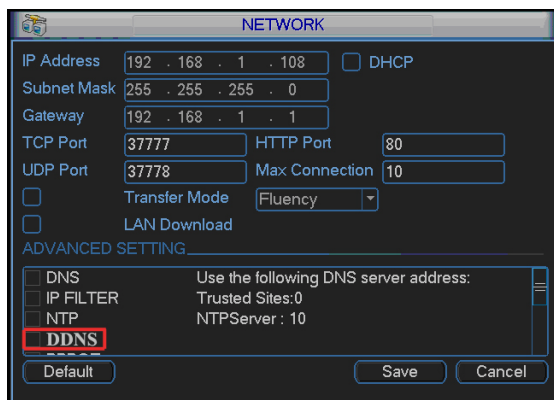
Picture 6

DDNS: You can access the DVR through a static or dynamic IP address; however a dynamic address can change from time to time. How often depends on your service provider. When it changes you need to go to a website such as www.myipaddress.com from a computer attached to the same router as the DVR to find out what the new IP address is. There are two solutions to this problem. One would be to get a static IP address from your service provider so that you do not have to be concerned with the address changing. Another solution would to use a dynamic domain name service to get a domain name that can be linked to your dynamic IP address. We suggest myq-see.com or www.dyndns.com since the DVR is setup to accept account information from these two domain name services. To setup the DVR for access through a dynamic domain name you go to the setting option in the Main Menu and select the Network icon (Red square in Picture 1), this will display the NETWORK screen shown in Picture 7. Double click the

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DDNS option in the Advanced Settings (Red box in Picture 7) which will display the window in Picture 8. Here you can select the service you are using from the drop down menu and enter the domain name you registered with the domain name service and the user name and password you set up. You will then be able to access the DVR remotely by entering the domain name into a browser window on a remote computer.



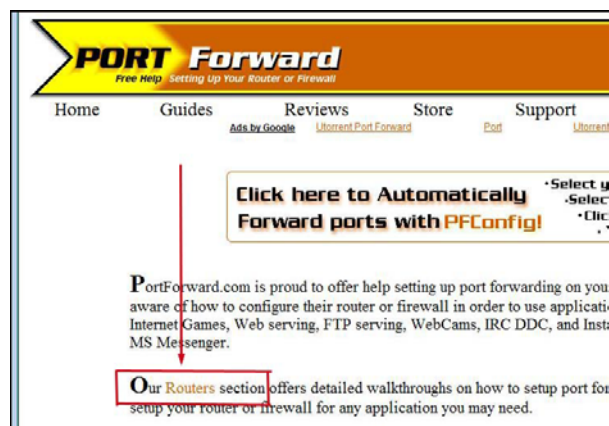
Picture 7



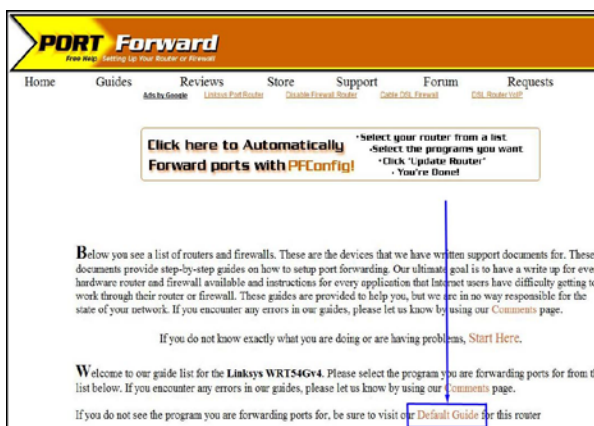
Picture 8

PORT FORWARDING

To access the DVR from a remote computer over the internet you would then need to forward port 80 and 37777 on the router the DVR is attached to, to the IP address of the DVR. You can get instructions on how to do this for most popular routers by going to the www.portforward.com website. On this website click on the orange "Routers" link in the second paragraph (RED box in Picture 9), which will open a list of router manufactures, then find the brand and model of your router on the list and click on the link. On the next page that opens click on the orange "Default Guide" link (BLUE box in Picture 10), this will take you to the port forwarding instructions for your router.



Picture 9



Picture 10

When you access the DVR from a remote computer you also need to use a different address in the Internet Explorer browser window. Instead of entering the IP address of the DVR you need to enter the public IP address of the router the DVR is attached to. You can get this address by going to www.myipaddress.com from a computer that is attached to the same router as the DVR. This website will display the box in Picture 11 below that shows the IP address you need to use. It will be in the space where the below example shows 76.254.183.54.

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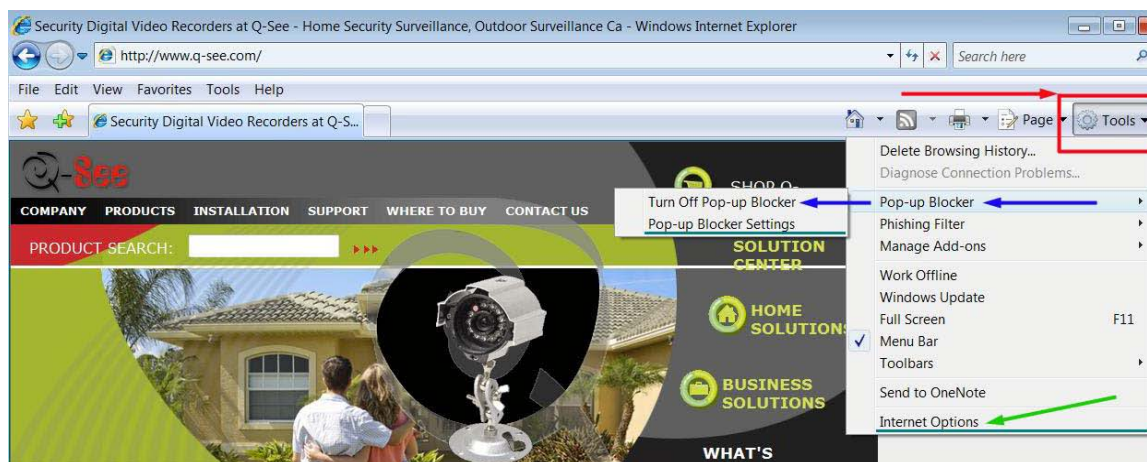
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Picture 11

TO ACCESS THE DVR THROUGH INTERNET EXPLORER:

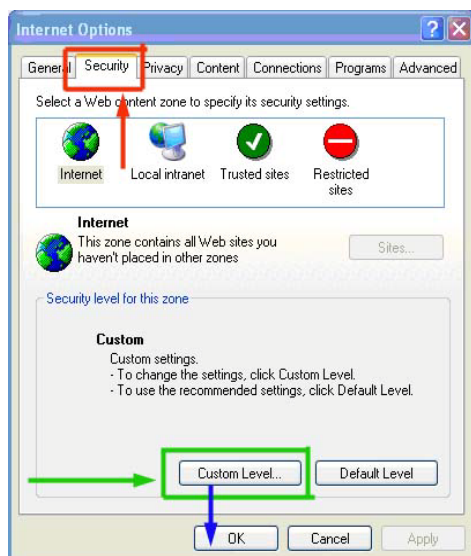
Once you have setup the network settings on the DVR to match the settings of your router and forwarded the ports needed by the DVR (for remote access over the internet), you need to modify your browser controls. You need to allow Pop-ups. To do so go to the Internet Explorer tool bar and select the "tools" option (RED box in Picture 12), then select the "Pop up Blocker" option and select "Turn Off Pop-up Blocker" (BLUE arrows in Picture 12). You will also need to enable Active X controls. To do so go to the Internet Explorer tool bar and select the "tools" option, then "Internet Options"(GREEN arrow in Picture 12), In the windows that opens (Picture 13) Go to "Security" (RED box in Picture 13), then click the "Custom Level" button (GREEN box in Picture 13), then click on OK (BLUE arrow in Picture 13). This will open the page shown in Picture 14. On this page scroll down to the ActiveX Controls and Plug Ins and make sure they are all set to either prompt (RED arrows) or enabled (BLUE arrows).



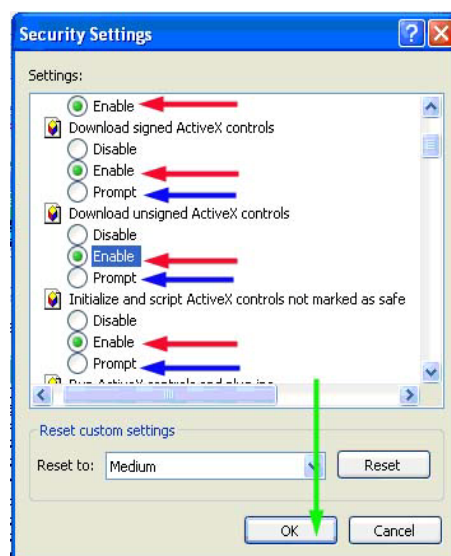
Picture 12

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Picture 13



Picture 14

To connect to the DVR from the remote computer you would then open an Internet Explorer browser window and enter the internet IP of your router that you got by going to www.myipaddress.com.

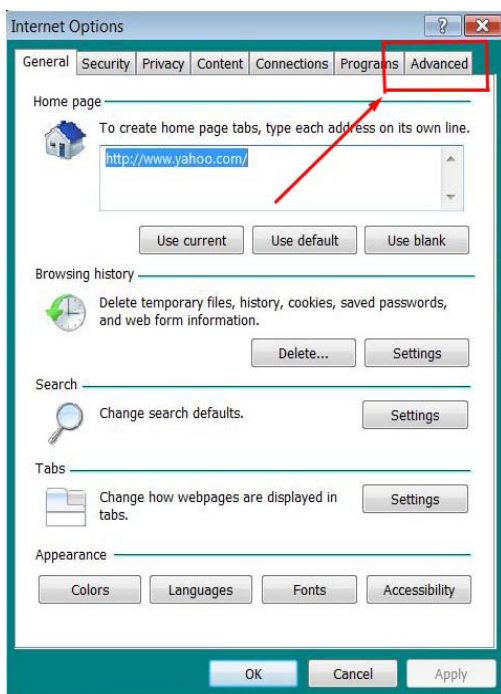
Notice: If you cannot use HTTP port 80 because it is being used by another program, or it is being blocked by your service provider, you can use another port in the same range such as 83, 85, 89, etc. If you do so then you need to forward the IP address of the router to the other port, change the port in the DVR NETWORK settings and you need to add the port number after the IP address. For example, if you set the HTTP port as 83, you need to enter the IP address as 192.168.0.25:83.

User name and password here are the same as that used on the DVR. The default user name is admin and password is also admin.

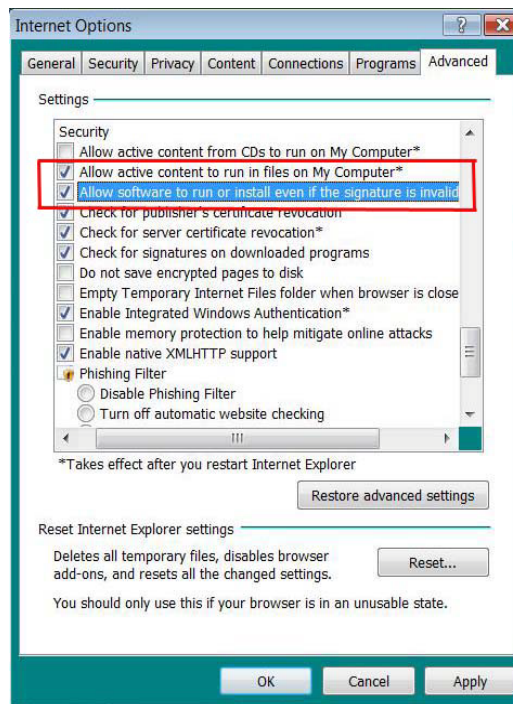
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If you get a error message that says the program cannot load because the publisher is unknown or the program is unsigned, go to internet explorer, tools, internet options (refer to Picture 9), then go to the “Advanced” tab (RED box in Picture 12), this will open the window in Picture 13, scroll down to “Security”, and select the options to “Allow software to run or install even if the signature is invalid”, and “Allow Active Content to Run Files on My Computer” (RED box in Picture 13).



Picture 15



Picture 16

Remote Viewing Window

When you connect you will see the remote viewing window shown below:



Picture 17

After you log in, you can see the main window. See Picture 19

The main window is divided into the following sections:

- Section 1: There are five function buttons: Configuration (Manual Chapter 7.3), Search (Manual Chapter 7.4), Alarm (Manual Chapter 7.5), About (Manual Chapter 7.6), Log out (Manual Chapter 7.7).

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- Section 2: Here are channel number and three function buttons: Start dialog, Local play, and Refresh.
- Section 3: Here you have PTZ controls (Manual Chapter 7.2.2), Color (Manual Chapter 7.2.3) button and you can also select picture path and record path (Manual Chapter 7.2.4).
- Section 4: Real-time monitoring windows. Please note current preview window is surrounded by a green rectangular border.
- Section 5: Here you can view window switch buttons. You can also select video priority between fluency or real-time.
 - ✧ System monitor window switch supports full screen/1-window/4-window/6-window/8-window/9-window/13-window/16-window/20-window/25-window/36-window. Picture 15



Picture 18



Picture 19

For information on the features of, and how to use the remote viewing program refer to Chapter 7 Web Operation, 7.2 Login starting on page 77 of the Users Manual.

Notice: If you still have problems connecting remotely: Anti-virus programs could also block the ActiveX control, if you still have a problem try closing them. Other plug-ins could also block it. Close firewalls in Windows and in the router if applicable.

If you have a router plugged into another router, for example, if you have the DVR attached to a router which is attached to DSL or Cable router, you may need to forward port 80 (or whatever port you are using) and port 37777 on the DSL or Cable router to the IP address of the router that the DVR is attached to, so that router can then forward the ports to the DVR. Please refer to the PORT FORWARDING section above on how to get instructions on how to forward the port on the other router.

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Questions or Comments?

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